

Sept 1, 2020

Dear Attorney General,

My name is Wanda Brooks
I'm writing you in regard of
a incident that happen to me
with Sears in 2018 : Chapter 11
18-23538 no.

U.S. BANKRUPTCY COURT
FILED
SEP -8 P U 14

Sears, came out to fix my refrigerator
on 9/28/18 twice the second time
it still was not fixed & call
Sears Maintenance again the customer
service was terrible! Sears came back
to fix it again the service man
broke the water line he told me
if my refrigerator does not work
to call them Monday & believe
he knew he broke it, because it
didn't work at all over the weekend
he was here at my home for 3 hours
trying to fix it. To make a long
story short I was without a

refrigerator for almost 4 months! They were short of help it was horrible! They sent me a replacement (refrigerator) and it was rusted, rusted can you believe that! Then I had to call back again, again it took them 3 months to come and get the rusty refrigerator they sent me a check for \$1,000.00 to buy another replacement. I have health issue and just lost my husband 7/18/2018 and for me to go through all the pain and suffering didn't make my life any easier. I had to pay Allstate deductible \$1,000.00 for them to fix the water damaged, Allstate said I will have to wait to get my deductible because they are suing Sears also. since they said it was there fault the damage came to \$2,870.00 that without the deductible. I called Allstate would they give me my (over)

\$1,000.00 as deductible they told me since it's tied up in court they can't 😞 I asked them can't they work with Sears without me because I could use my \$1,000.00 now because of the Pandemic Covid. Allstate told me I might have to wait for years or I probably won't get my money back. I, keep feeling rejected and hurt, discrimination against. I talked with the BBB Bureau she told me to write you.

P.S.

I want you

Mr. Attorney General could you please help? I have more pictures than what I'm sending but its costly to make all the copies.

Cooking was hard to do
Painful.

Sincerely,
Wanda Brooks

*These workers were bad!
I wished I had reported them
but I didn't just wanted them
gone!*



A **LOWE'S** Company

360 E 10th Ave.

Suite 400

Eugene, OR 97401

866.953.3220

fax 541.345.0105

alacrityservices.com

December 24, 2018



*****AUTO**MIXED AADC 974

T2 P1 374

Wanda Brooks

42 Wellesley Pl

Fairfield, OH 45014-5248

Claim ID: 522921170

Alacrity Number: 21603526

Dear Sir or Madam,

Thank you for using the Alacrity National Contractor Network (NCN) program to repair the recent damages to your home. The NCN provides a network of certified contractors with excellent performance and workmanship standards. This program is a successful and innovative approach to getting homes repaired quickly and efficiently, while ensuring that the repairs are completed to the high quality standards set by Allstate - Property.

We understand that the work performed by 1st Call Disaster Services to repair the damages covered by your Allstate - Property policy has been completed and that you have signed a Certificate of Satisfaction. Because you decided to use the National Contractor Network program for your covered homeowner repairs, Alacrity Services will provide a Quality Assurance Guarantee for the work on this claim.

The Quality Assurance Guarantee ensures that the repair work related to this claim will be free from defects resulting from faulty materials for a period of one (1) year and from faulty workmanship for a period of three (3) years from the date that you signed the Certificate of Satisfaction. Your Quality Assurance Guarantee document is enclosed.

If you have any questions or concerns regarding the contractor, the quality of materials, or the workmanship of the repairs related to this claim, please contact Alacrity Services at (866) 953-3220, extension 25.

Thank you for allowing Allstate - Property and Alacrity Services to better serve you.

Sincerely,

Keith Sangalli

Keith Sangalli

Quality Assurance Manager



Allstate.
You're in good hands

CROSSROADS PROPERTY MCO
P. O. BOX 427
HUDSON, OH 44236

PHONE NUMBER: 888-656-8005
OFFICE HOURS: MONDAY-FRIDAY 8:00-4:45
FAX NUMBER: 866-537-7806

PLEASE MAKE SURE TO RETURN THIS LETTER WITH YOUR EVIDENCE

Allstate claim number: 0522921170

Our insured: MARVIN BROOKS *my deceased husband*

Physical evidence requested: SUPPLY LINE

To be completed by the insured: *work order 4118 4444*

Make: *PHS 39 EHSS5*

Model: *Frigidaire*

Serial: *HA 90908060*

Age: *11 + 2008*

Place of purchase: (name, address, phone number, contact name) *They are no longer there or out of business. I've purchased on Fort Union Rd. Cinci, Oh.*

****Please include the following if available: the purchase paperwork, the installation paperwork, and the repair paperwork****

To our valued customer:

45011

As you know, Allstate has paid you for damages incurred as a result of the above referenced loss. Subsequently, Allstate is attempting to recover that amount from the responsible party. As a courtesy to you, as a valued policy holder, Allstate will also include any deductible amount you may have incurred in our demand for payment from the other party. If successful, we will return your deductible to you!

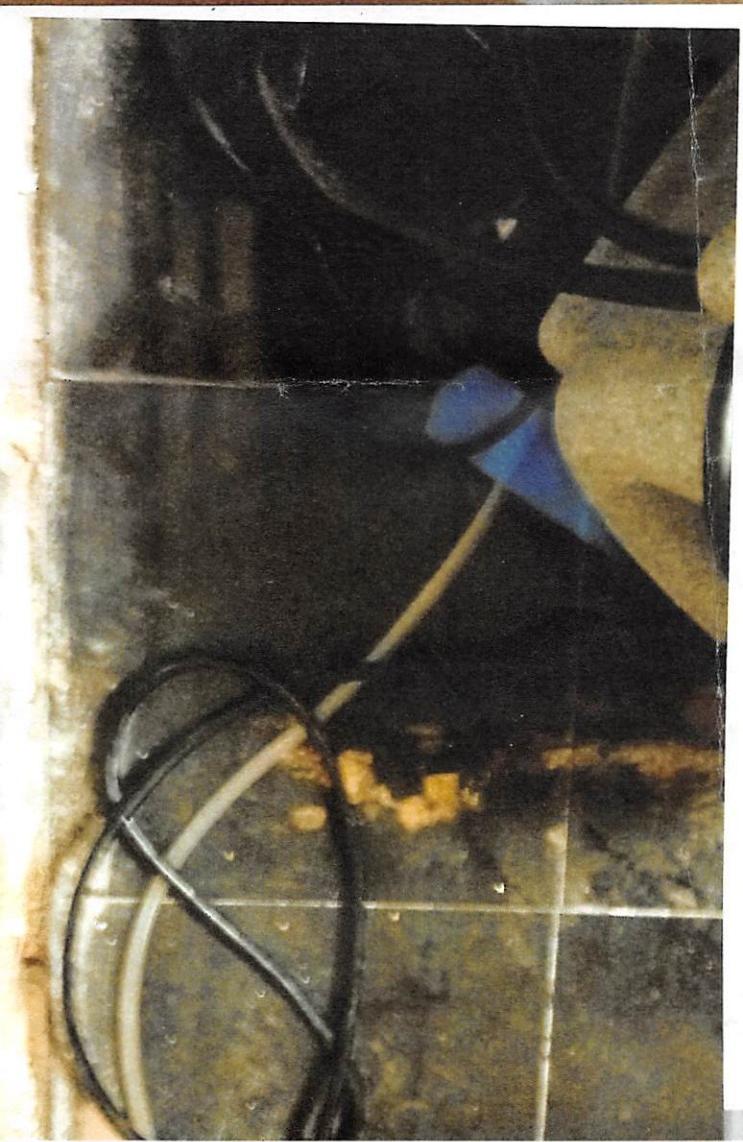
In order to improve chances for recovery, it will be necessary to make the part or evidence that failed available for inspection. Please complete this form and enclose the item which caused the loss in the FEDEX envelope provided and affix the enclosed FEDEX label to the outside.

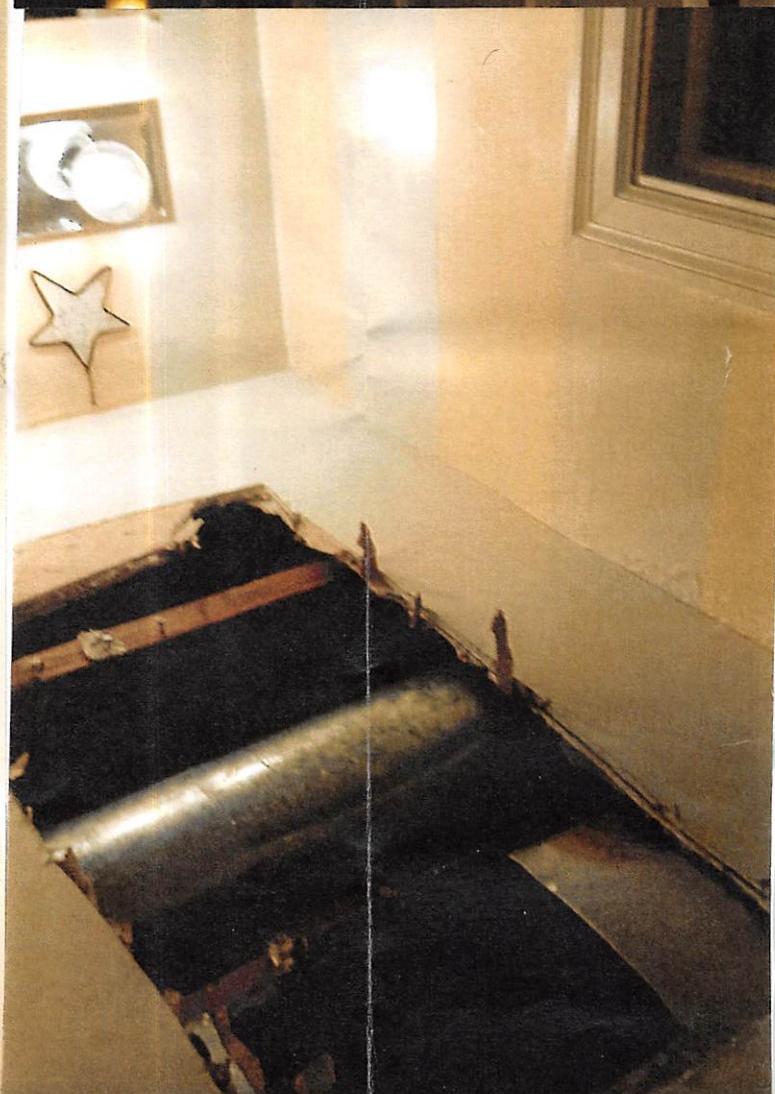
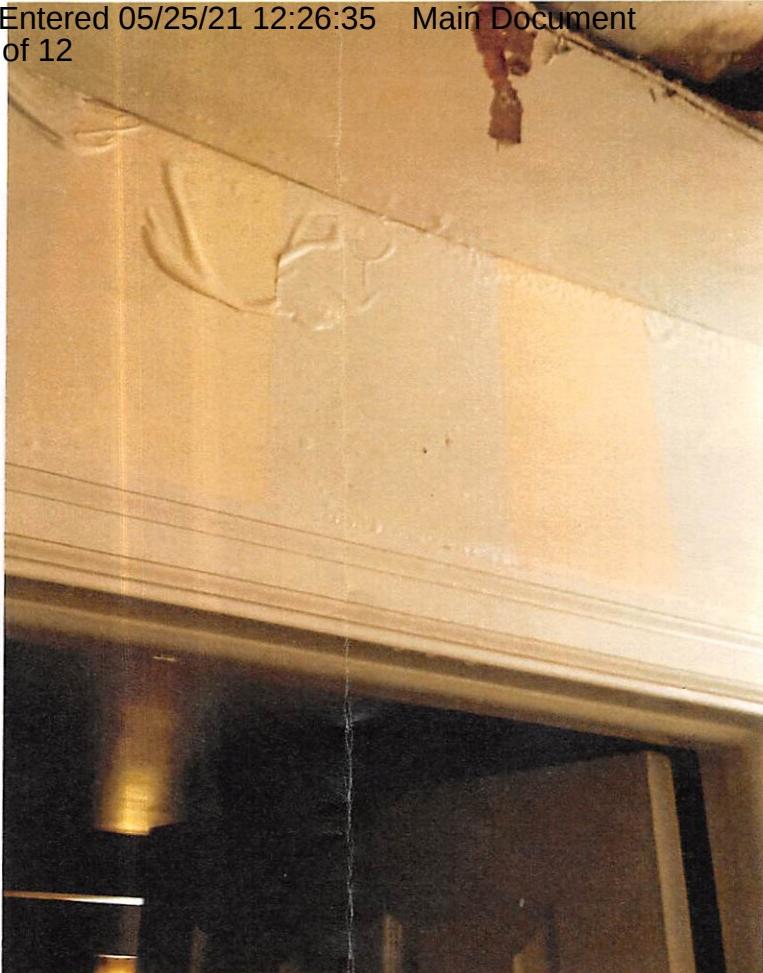
Contact FEDEX 800-463-3339 for a pickup. Please do not put in a FEDEX drop box. You will not need an account number. Hold on line after they ask you for the account number. The information listed below should be used to answer the following prompts:

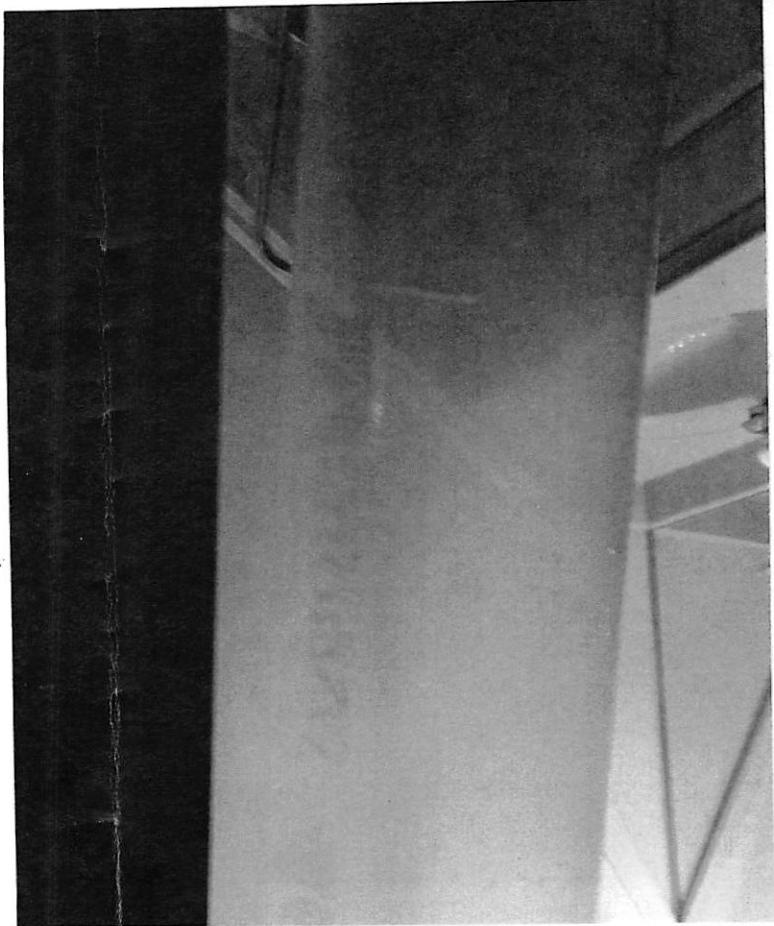
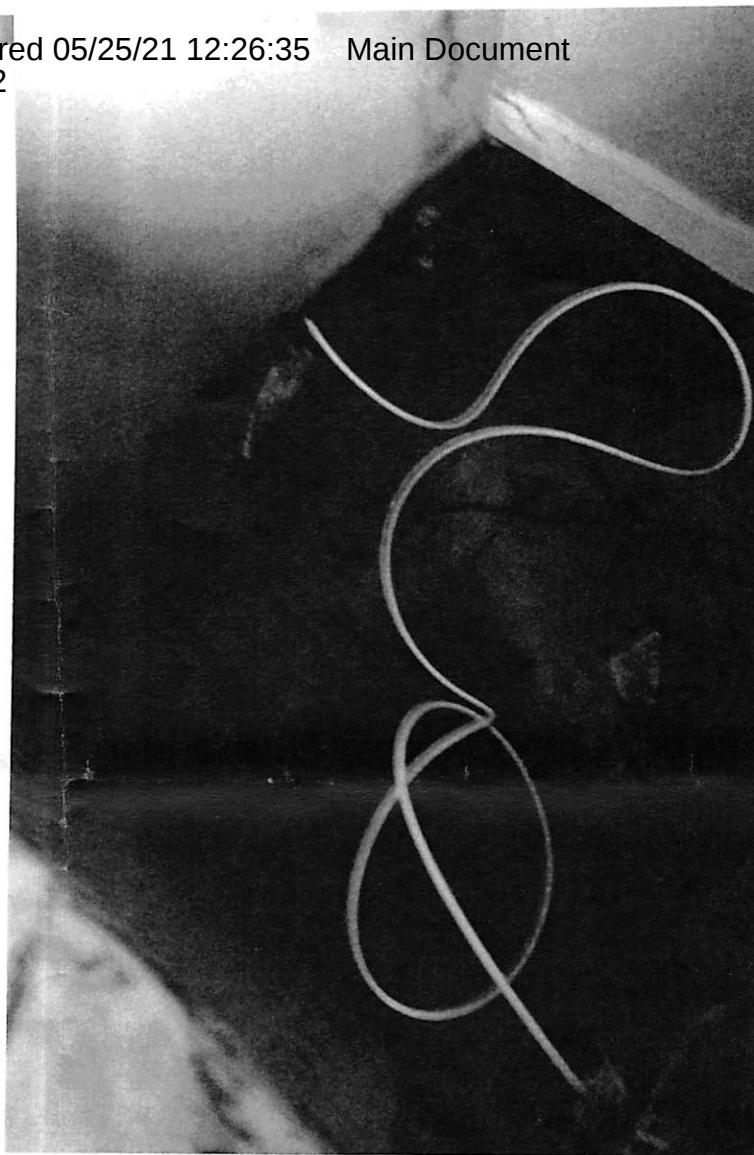
- schedule a pick up from my address
- schedule a pick up using a return label
- there is no stamp on label
- the tracking number listed on label
- FEDEX ground label is being used
- the pick-up is residential

If you have any questions, please call me at 888-656-8005 x 6553797

Sincerely,
Ryann Patrick









PCES	
CONTROL	
22 628 316411800 Qty 1	\$ 253.14
RETOURRPR	
22 022 RFR-CLS Qty 1	\$ 183.98
Net Parts	\$ 437.12
Tax on Parts	\$ 28.11
Total Parts	\$ 465.53

Reschedule Date:
Between Times:
09/28/2018
8 AM - 12 PM

If your warranty claim is denied by the warranty provider, you will be responsible for payment up to \$ 749.89, less any amounts you may have already paid for this repair.

Customer Signature to approve repair:

Thank you for using
SEARS HOME SERVICES





